

there  
for you

supporting UNISON members  
when life gets tough



An information guide

Directory of  
useful contacts

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# General

There are a small number of organisations that can help and advise on a variety of issues.

## ADVICE UK

National support network of independent advice providers across England, Scotland and Wales

Tel: 0300 777 0207 or 0300 777 0108

[www.adviceuk.org.uk](http://www.adviceuk.org.uk)

## Advicelocal

This is an online database which covers:

- benefits
- tax credits
- council tax
- debt and money advice
- housing and homelessness
- employment and work issues
- disability and social care
- asylum and immigration.

You just need to put your post code in and the issue you want advice on and you will be shown more information as well as details of advice centres in your area.

[www.advicelocal.uk](http://www.advicelocal.uk)

## Citizens Advice

National network of advice centres offering free, confidential and independent advice.

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

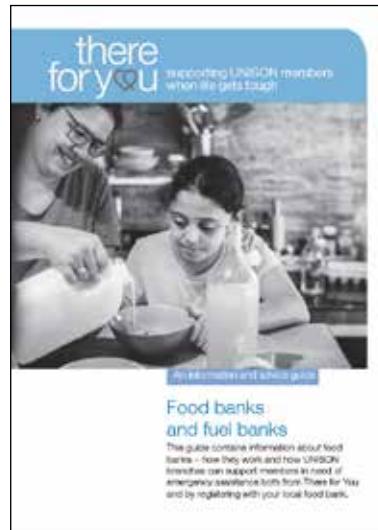
## Food banks – The Trussell Trust

The Trussell Trust's 400-strong network of food banks provides a minimum of three days' emergency food and support to people.

[www.trusselltrust.org/get-help/find-a-foodbank](http://www.trusselltrust.org/get-help/find-a-foodbank)

Branch Welfare Officers can refer to There for You's guide and check what is available in their own area and how they operate. The branch can register with their local food bank and issue food vouchers to members. Note: some food banks are now offering fuel vouchers as well.

[www.unison.org.uk/get-help/services-support/there-for-you/support-there-for-you](http://www.unison.org.uk/get-help/services-support/there-for-you/support-there-for-you)



# Addictions

## Action on Addiction

A specialist drug and alcohol treatment charity. Services include family support and services for young people

Tel: 0300 330 0659

[www.actiononaddiction.org.uk](http://www.actiononaddiction.org.uk)

## Addiction NI

Provides treatment and support for alcohol and drug addiction to people aged 55 and over in Northern Ireland.

Tel: 028 9066 4434

[www.addictionni.com](http://www.addictionni.com)

## Adfam

Adfam is a national charity working with families affected by drugs and alcohol. Adfam operates an online message board and database of local support groups.

Tel: 0300 123 1110

[www.adfam.org.uk](http://www.adfam.org.uk)

## Alcoholics Anonymous

Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism.

Tel: 0800 9177 650

[www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

## Al-anon Family Groups

Al-anon Family Groups offer support and understanding to the families and friends of problem drinkers, whether they're still drinking or not. Alateen is part of Al-Anon and can be attended by 12- to 17-year-olds who are affected by another person's drinking, usually a parent.

Tel: 020 7403 0888

[www.al-anonuk.org.uk](http://www.al-anonuk.org.uk)

## Cocaine Anonymous

Cocaine Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from their addiction.

Tel: 0800 612 0225

[www.cauk.org.uk](http://www.cauk.org.uk)

## Gamblers Anonymous

Gamblers Anonymous website offers various types of help for the compulsive gambler including a Forum, Chat Room, Literature and of course most importantly a meeting finder. Meetings are the core of Gamblers Anonymous and they have meetings every day of the week throughout the UK.

Tel: Not a single number, telephone numbers are specific to locations around the UK.

[www.gamblersanonymous.org.uk](http://www.gamblersanonymous.org.uk)

## Gamcare

GamCare is the leading national provider of information, advice, support and free counselling for the prevention and treatment of problem gambling. Their services are confidential and non-judgemental.

Tel: 0808 8020 133

[www.gamcare.org.uk](http://www.gamcare.org.uk)

## Marijuana Anonymous

Marijuana Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from their addiction.

Tel: 0300 124 0373

[www.marijuana-anonymous.org.uk](http://www.marijuana-anonymous.org.uk)

## Narcotics Anonymous

Narcotics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism.

Tel: 0300 999 1212

[ukna.org](http://ukna.org)

## National Association for Children of Alcoholics (Nacoa)

Nacoa provides a free, confidential telephone and email helpline for children of alcohol-dependent parents and others concerned with their welfare.

Tel: 0800 358 3456

[www.nacoa.org.uk](http://www.nacoa.org.uk)

## Phoenix Futures

Phoenix Futures is a charity and housing association which has been helping people overcome drug and alcohol problems providing residential, prison, community and specialist services in England and Scotland.

Tel: 020 7234 9740 (Central Office)

Tel: 0141 336 4272 (Scotland)

[www.phoenix-futures.org.uk](http://www.phoenix-futures.org.uk)

### **Re-solv (solvent abuse)**

Re-Solv is the expert charity working across the UK to end volatile substance abuse and support those whose lives are affected by solvents, gases and other 'legal' highs.

Tel: 01785 810762

[www.re-solv.org](http://www.re-solv.org)

### **Scottish Families affected by Alcohol & Drugs**

Work to improve support for families affected by substance use throughout Scotland.

Tel: 08080 101011

[www.sfad.org.uk](http://www.sfad.org.uk)

### **Turning Point**

Turning Point is a national health and social care provider, offering personalised care and supporting people with substance misuse issues (drugs and alcohol), mental health issues and a learning disability.

[www.turning-point.co.uk](http://www.turning-point.co.uk)

### **Wales Drug & Alcohol Helpline**

A free bilingual helpline in Wales providing advice on drug and alcohol issues. Advisers are available 24 hours a day every day of the year.

Tel: 0808 808 2234

[www.dan247.org.uk](http://www.dan247.org.uk)

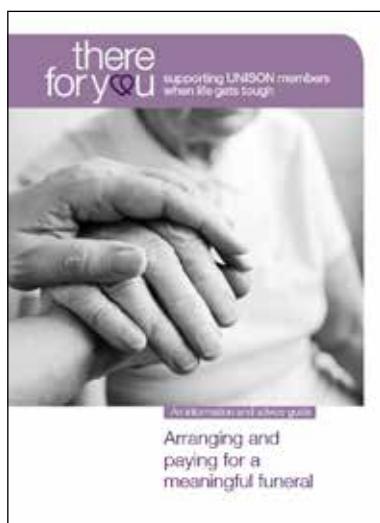
# Bereavement

## UNISON There for You

There for You has produced a document called 'Arranging and paying for a meaningful funeral' which provides practical advice. Financial help with the cost of a funeral may also be considered.

Tel: 020 7121 5620

[www.unison.org.uk/get-help/services-support/there-for-you/general-advice](http://www.unison.org.uk/get-help/services-support/there-for-you/general-advice)



## Death in service benefit

Many public sector employers include death in service benefits as part of the employment package.

## UNISON Rule Book death in service benefit

Where the deceased is a UNISON member who died whilst still employed, there may be entitlement to receive a payment under the UNISON rule book.

## Child Bereavement UK

Child Bereavement UK Supports families and educates professionals when a baby or child of any age dies or is dying, or when a child is facing bereavement. It provides support to families to help them rebuild their lives.

Tel: 0800 028 8840

[childbereavementuk.org](http://childbereavementuk.org)

## Cruse Bereavement

Cruse Bereavement care is a national bereavement charity with local provision. They support anyone experiencing bereavement to understand their grief and cope with their loss through a range of services

Tel: 0808 808 1677

[www.cruse.org.uk](http://www.cruse.org.uk)

## Down to Earth

Practical support for people struggling with arranging affordable funerals as well as funeral costs.

Tel: 020 8983 5655

[www.quakersocialaction.org.uk/we-can-help/helping-funerals/down-earth](http://www.quakersocialaction.org.uk/we-can-help/helping-funerals/down-earth)

## SAMM

Support after murder & manslaughter

Tel: 0845 872 3440

[www.samm.org.uk](http://www.samm.org.uk)

## SCARD

Support & Care after road death or injury

Tel: 0845 123 5542

[www.scard.org.uk](http://www.scard.org.uk)

## Stillbirth and Neonatal Death Society [SANDS]

Sands supports anyone who has been affected by the death of a baby before, during or shortly after birth.

Tel: 0808 164 3332

[www.sands.org.uk](http://www.sands.org.uk)

## Survivors of Bereavement by Suicide [SOBS]

Survivors of Bereavement by Suicide exists to meet the needs and overcome the isolation experienced by people over 18 who have been bereaved by suicide.

Tel: 0300 111 5065

[uksobs.org](http://uksobs.org)

## WAY [Widowed and Young]

Way is a national charity in the UK for men and women aged 50 or under when their partner died. It's a self-help group run by a network of volunteers who have been bereaved at a young age themselves, so they understand exactly what other members are going through.

Tel: 01332 869222

[www.widowedandyoung.org.uk](http://www.widowedandyoung.org.uk)

## Winston's Wish

Winston's wish is the leading childhood bereavement charity providing services to bereaved children, young people and their families.

Tel: 08088 020 021

[www.winstonswish.org](http://www.winstonswish.org)

# Domestic Abuse

## Action on Elder Abuse

Works to protect vulnerable older adults and prevent abuse. Provides confidential information and emotional support.

Tel: 0808 808 8141

[www.elderabuse.org.uk](http://www.elderabuse.org.uk)

## GALOP

Lesbian, gay, bisexual and transgender charity that offers advice on dealing with hate crime, sexual violence or domestic abuse. It acts as a safe third party for those anxious about going to the police.

Tel: 0800 999 5428

[www.galop.org.uk](http://www.galop.org.uk)

## Karma Nirvana

Supporting victims of honour-based abuse and forced marriage

Tel: 0800 5999 247

[www.karmanirvana.org.uk](http://www.karmanirvana.org.uk)

## Live Fear Free

Helps women and men who are experiencing domestic abuse or sexual violence in Wales, or who are worried about a friend or relative.

Tel: 0808 801 0800

[www.livefearfree.gov.wales](http://www.livefearfree.gov.wales)

## Mankind Initiative

National charity that provides help and support for male victims of domestic abuse and domestic violence.

Tel: 01823 334244

[www.mankind.org.uk](http://www.mankind.org.uk)

## National Domestic Violence Helpline

Run in partnership between Women's Aid and Refuge, National Domestic Violence Helpline offers confidential, 24 hour helpline for women experiencing domestic violence and their family, friends and colleagues calling on their behalf.

Tel: 0808 2000 247

[www.nationaldomesticviolencehelpline.org.uk](http://www.nationaldomesticviolencehelpline.org.uk)

## Rape Crisis

Provides information and support on how to get help if you've experienced rape, child sexual abuse or any kind of sexual violence; details of local Rape Crisis services; information about sexual violence for survivors, people supporting survivors.

Tel: 0808 802 99908 802 9999

[www.rapecrisis.co.uk](http://www.rapecrisis.co.uk)

## Refuge

Supporting those who have experienced violence and abuse, provides a range of specialist services to help survivors access safety and rebuild their lives: refuges for emergency temporary accommodation and outreach workers who support women in their homes or in a safe place within the community.

Tel: 0808 2000 247

[www.refuge.org.uk](http://www.refuge.org.uk)

## Respect

Provides information and advice for people who are abusive towards their partners and want to stop.

Tel: 0808 802 4040

Tel: 0808 801 0327 [Advice and support for men experiencing domestic violence and abuse]

[www.respect.uk.net](http://www.respect.uk.net)

## Scottish Women's Aid

Scottish Women's Aid is the lead organisation in Scotland working towards the prevention of domestic abuse and forced marriage. Scottish Women's Aid is the national office of the Women's Aid network, and their work to support women, children and young people with experience of domestic abuse.

Tel: 0800 027 1234

[www.scottishwomensaid.org.uk](http://www.scottishwomensaid.org.uk)

## Victim Support

Provides free, confidential support to victims of crime and their friends and family. Victim Support is independent of the police and anyone can contact them for support, regardless of whether the crime has been reported or how long ago it took place.

Tel: 0808 168 9111

[www.victimsupport.org.uk](http://www.victimsupport.org.uk)

## Women's Aid

Provides a free, confidential helpline for women across the UK who have experienced abuse.

Tel: 0808 200 0247

[www.womensaid.org.uk](http://www.womensaid.org.uk)

## Women's Aid Federation

Women's Aid Federation is the lead voluntary organisation in Northern Ireland addressing domestic and sexual violence and providing services for women children and young people.

Tel: 0808 802 1414 (24 hour)

[www.womensaidni.org](http://www.womensaidni.org)

## Energy: gas, electricity, water



### UNISON There for You

Has produced an easy to read guide providing lots of information and practical advice in relation to fuel and sources of help both with fuel and water costs. There for You may also be able to provide financial help with fuel debt.

Tel: 020 7121 5620

[www.unison.org.uk/get-help/services-support/there-for-you/general-advice](http://www.unison.org.uk/get-help/services-support/there-for-you/general-advice)

### Let's Talk (Charis) & Auriga

- [www.lets-talk.online](http://www.lets-talk.online) and
- Auriga  
[www.aurigaservices.co.uk](http://www.aurigaservices.co.uk)

are two organisations that between them work with some of the largest utility companies in the UK administering the various energy trust funds in order to help those who are vulnerable, in fuel debt and other forms of financial hardship. For more information, go to their websites or refer to the There for You 'Help with fuel costs' information guide.

### Watersure Scheme

Watersure is a scheme which helps some people with their water bills. To apply for the scheme, you must be on benefits and need to use a lot of water either for medical reasons or because your household has a certain number of school-age children. You also need to be on a water meter or be waiting to have one installed. Contact your water supplier for more information – if you don't qualify for Watersure, ask about Watersure Plus.

### Home Heat Helpline

Contact the Home Heat Helpline for assistance in finding the appropriate department for your fuel supplier. Advisers can give information on the grants, benefits and payment schemes that you may be entitled to as well as basic steps that you can take to save money on heating bills by making your home more energy efficient.

Tel: 020 7930 9390

[www.homeheathelpline.org.uk](http://www.homeheathelpline.org.uk)

### Government Help With Fuel Costs – Cold Weather Payments and Budgeting Loans

For information about Cold Weather Payments  
[www.direct.gov.uk](http://www.direct.gov.uk)

For information about Budgeting Loans  
[www.gov.uk/government/organisations/department-for-work-pensions](http://www.gov.uk/government/organisations/department-for-work-pensions)

For information about Budgeting Loans in Northern Ireland

[www.nidirect.gov.uk/contacts/jobs-benefits-offices-jobcentres-and-social-security-offices](http://www.nidirect.gov.uk/contacts/jobs-benefits-offices-jobcentres-and-social-security-offices)

### Government Help With Fuel Costs – Winter Fuel Payment

People born before 5 January 1953 qualify for £100-£300 tax-free to help with heating bills. The Winter Fuel Payment is automatically paid to eligible individual [those who receive the State Pension or another social security benefit (not Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit)].

[www.gov.uk/winter-fuel-payment](http://www.gov.uk/winter-fuel-payment)

# Families

## **Adfam**

Adfam is a national charity working with families affected by drugs and alcohol. Adfam operates an online message board and database of local support groups.

[www.adfam.org.uk](http://www.adfam.org.uk)

## **Al-anon Family Groups**

Al-anon Family Groups offer support and understanding to the families and friends of problem drinkers, whether they're still drinking or not. Alateen is part of Al-Anon and can be attended by 12- to 17-year-olds who are affected by another person's drinking, usually a parent.

Tel: 020 7403 0888

[www.al-anonuk.org.uk](http://www.al-anonuk.org.uk)

## **Family Fund – Helping disabled children**

If you are raising a disabled or seriously ill child or young person, you might be eligible for a grant from Family Fund.

Tel: 01904 550055

[www.familyfund.org.uk](http://www.familyfund.org.uk)

## **Gender Trust**

For all those affected by gender identity issues.

Tel: 01527 894838

[www.gendertrust.org.uk](http://www.gendertrust.org.uk)

## **Gingerbread [National Council for One Parent Families]**

Provides support and expert advice to the single parent with the main care of the child. Support includes anything from dealing with a break-up to going back to work or sorting out maintenance, welfare benefits or tax credit issues, contact, employment, education, housing and debt.

Tel: 0808 802 0925

[www.gingerbread.org.uk](http://www.gingerbread.org.uk)

## **Grandparents plus UK**

Works with grandparents to tackle some of life's most common family challenges, helping them to play active parts in the lives of their grandchildren.

Tel: 0300 123 7015

[www.grandparentsplus.org.uk](http://www.grandparentsplus.org.uk)

## **National Association for Children of Alcoholics (Nacoa)**

Nacoa provides a free, confidential telephone and email helpline for children of alcohol-dependent parents and others concerned with their welfare.

Tel: 0800 358 3456

[www.nacoa.org.uk](http://www.nacoa.org.uk)

## **National Mediation Centre**

Help families in conflict, especially those divorcing or separating across England & Wales.

Family mediation is quicker and more cost-effective than heading to court. It reduces conflict, and your family stays in control of arrangements over children, property and finance

Tel: 0300 4000 636

[www.nfm.org.uk](http://www.nfm.org.uk)

## **Relate**

Offer a range of services to help you with your couple and family relationships, whether you're young or old, straight or gay, single or in a relationship.

Tel: 0300 100 1234

[www.relate.org.uk](http://www.relate.org.uk)

## Health/disability

There are too many medical conditions and support services available for us to cover them all in this directory. We have included some of the issues that we come across and there is an abundance of information available via the internet. However, where a member is presenting with a specific medical issue, we would recommend that you also advise them to seek advice from their health care professionals – GP specialists and consultants and at any clinics they attend as these should be able to provide the member with information about appropriate support in the local area.

### Action on Hearing Loss

Provides advice and support for people who are deaf or hard of hearing through its information line, tinnitus helpline and a range of fact-sheets.

Tel: 0808 808 0123

Tinnitus helpline: 0808 808 6666

[www.actiononhearingloss.org.uk](http://www.actiononhearingloss.org.uk)

### Alzheimer's Society

Offers advice, information and support to people with dementia, their families and carers through its helpline and branches.

Tel: 0300 222 1122

[www.alzheimers.org.uk](http://www.alzheimers.org.uk)

### Arthritis Care

Offers information and support for people with arthritis and has a network of branches and groups.

Tel: 0808 800 4050

[www.arthritiscare.org.uk](http://www.arthritiscare.org.uk)

### British Heart Foundation

Provides information and support for people with heart disease

Tel: 0300 330 3311

[www.bhf.org.uk](http://www.bhf.org.uk)

### CLIC Sargent

The UK's leading cancer charity for children, young people and their families. Its care teams provide specialist support across the UK.

Tel: 0300 330 0803

[www.clicsargent.org.uk](http://www.clicsargent.org.uk)

### Deafblind UK

National charity for people who are deafblind or have combined sight and hearing loss offering practical advice, support, home visits and befriending.

Tel: 0800 132 320

[www.deafblind.org.uk](http://www.deafblind.org.uk)

### Dementia UK

Provides Admiral Nurses for families affected by dementia.

Tel: 0800 888 6678

[www.dementiauk.org](http://www.dementiauk.org)

### Diabetes UK

Provides information, support and services to help manage diabetes

Tel: 0345 123 2399

[www.diabetes.org.uk](http://www.diabetes.org.uk)

### Disability Information Scotland

Provides disability-related information to people living in Scotland.

Tel: 0300 323 9961

[www.disabilityscot.org.uk](http://www.disabilityscot.org.uk)

### Family Fund – Helping disabled children

If you are raising a disabled or seriously ill child or young person, you might be eligible for a grant from Family Fund.

Tel: 01904 550055

[www.familyfund.org.uk](http://www.familyfund.org.uk)

### Macmillan Cancer Support

Provides practical, medical and financial support for people living with cancer.

Tel: 0808 808 0000

[www.macmillan.org.uk](http://www.macmillan.org.uk)

### Marie Curie

Marie Curie helps people living with any terminal illness, and their families, make the most of the time they have left.

Tel: 0800 090 2309

[www.mariecurie.org.uk](http://www.mariecurie.org.uk)

### Maternity Action

Maternity rights advice line

Tel: 0808 802 0029

[www.maternityaction.org.uk](http://www.maternityaction.org.uk)

### Mind

Produces booklets and factsheets on a wide range of mental health issues as well as details of local support services.

Tel: 0300 123 3393

[www.mind.org.uk](http://www.mind.org.uk)

### MS Society

Multiple Sclerosis Society helpline is staffed by trained MS Advisors and provides information us about anything, whether it is about managing symptoms, accessing benefits or simply to chat.

Tel: 0800 783 0518

[www.ms-uk.org](http://www.ms-uk.org)

## National Aids & Sexual Health Line

Provides free and confidential advice to anyone wanting to talk to someone about a sexual health issue.

Tel: 0800 567 123

[www.nos.org.uk/www.nhs.uk/oneyou/sexual-health](http://www.nos.org.uk/www.nhs.uk/oneyou/sexual-health)

## National Osteoporosis Society

Provides support and information for people affected by osteoporosis.

Tel: 0808 800 0035

[www.nos.org.uk](http://www.nos.org.uk)

## Newlife

Charity for disabled children supplying equipment needs.

It also provides professional confidential care and support to families caring for disabled and terminally ill children. Experienced Nurses can give condition specific support and information & the Care Services team provide information and updates about Equipment Services.

Tel: 0800 902 0095

[www.newlifecharity.co.uk](http://www.newlifecharity.co.uk)

## NHS

24-hour helpline for advice on urgent but non-life-threatening symptoms.

Tel: 111 (England)

Tel: 111 (Scotland)

Tel: 0845 46 47 (Wales)

## Parkinson's UK

Provides information and support to people with Parkinson's and their families. Helpline is staffed by nurses and a network of local support groups.

Tel: 0808 800 0303

[www.parkinsons.org.uk](http://www.parkinsons.org.uk)

## The Patients Association

The Patients Association is a charity dedicated to supporting the rights and interests of all patients and their families, offering advice and support to patients and campaigning to improve health and social care for all.

Tel: 020 8423 8999

[www.patients-association.org.uk](http://www.patients-association.org.uk)

## RNIB (Royal National Institute of Blind People)

Provides practical and emotional support to people who are visually impaired or blind. Can also give details of local sight-loss support organisations.

Tel: 03030 123 9999

[www.rnib.org.uk](http://www.rnib.org.uk)

## Scope

The Scope helpline provides free, independent and impartial information and support on issues that matter to disabled people and their families. Scope can also signpost you to advice line services available throughout Great Britain.

Tel: 0808 800 3333

[www.scope.org.uk](http://www.scope.org.uk)

## Sense

Provides support, information and advice to people who are deafblind

Tel: 0300 330 9256

[www.sense.org.uk](http://www.sense.org.uk)

## Stroke Association

Provides information, support and local services to people affected by stroke.

Tel: 0303 3030 3100

[www.stroke.org.uk](http://www.stroke.org.uk)

## Terence Higgins Trust

Offers advice on benefits, housing and employment for people with HIV who need help in getting their legal entitlements. Terence Higgins Trust advice is accredited by Community Legal Services and is available over the phone, on the web, or face-to-face in some centres.

Tel: 0808 802 1221

[www.tht.org.uk](http://www.tht.org.uk)

# Housing, home improvements & adaptations

## Abbeyfield

National charity providing housing for older people with varying levels of support

Tel: 01727 857 536 (England)

Tel: 028 9336 3558 (Northern Ireland)

Tel: 01633244 182 (Wales)  
[www.abbeyfield.com](http://www.abbeyfield.com)

## Care & Repair

Care & Repair England is a small, national charitable organisation set up in 1986 to improve the homes and living conditions of older people

Tel: 0115 950 6500  
[www.careandrepair-england.org.uk](http://www.careandrepair-england.org.uk)

## Elderly Accommodation Counsel

Provides information and advice on care, housing and financial options for older people and their carers. EAC has two sister sites: First Stop Advice offers information and advice about housing and care options for older people. HousingCare has a searchable database of specialist housing options across the UK.

Tel: 0800 377 7070  
[www.eac.org.uk](http://www.eac.org.uk)  
[www.firststopcareadvice.org.uk](http://www.firststopcareadvice.org.uk)

## Fold

Provides support and advice for people in Northern Ireland applying for a Disabled Facilities Grant.

Tel: 028 9042 8314  
[www.foldgroup.co.uk/stayingput](http://www.foldgroup.co.uk/stayingput)

## Foundations

National body for home improvement agencies and handyperson schemes in England. Home improvement agencies provide support for vulnerable homeowners and tenants to help them undertake adaptations, repairs and improvements to their home.

Tel: 0300 124 0315  
[wwwFOUNDATIONS.uk.com](http://wwwFOUNDATIONS.uk.com)

## Housing Care

Housing care is charity-run site for independent information on elderly care in the UK, specialising in retirement property, care homes and home services.

[www.housingcare.org](http://www.housingcare.org)

## Housing Rights Service

Housing and debt helpline for Northern Ireland.

Tel: 028 9024 5640  
[www.housingrights.org.uk](http://www.housingrights.org.uk)

## Relatives & Residents Association

Supports care home residents and their relatives. Operates a helpline and has a network of local groups in England and Wales.

Tel: 020 7359 8136  
[www.relres.org](http://www.relres.org)

## Rental/tenancy deposits

Where a deposit is required for a tenancy there are a number of potential options:

Rent Deposit Scheme: Many councils can help with the deposit if it is necessary in order to be able to move into an accommodation. The council provides the payment to the landlord on behalf of the tenant. Each council sets the rules on qualifications. For example, funds may be limited to families with small children.

Rent Deposit Guarantee: Similar to the scheme mentioned above, the guarantee can cover the rent deposit requirements. The difference is that the council would provide a bond as a guarantee for the equivalent amount of money rather than an actual cash payment

Budgeting Loan: The Department of Work and Pensions (DWP) can approve loans that are equivalent of up to 4 weeks of rent payments depending on what benefits an individual is in receipt of. Applications are made by the individual directly to DWP or through JobCentre Plus.

Discretionary Housing Payment: Council can approve a grant for use towards a deposit. This can often be combined with other forms of assistance as well. As an example, any type of grant issued to the individual would be above and beyond any Housing Benefit received.

Charity Grant: Some charities provide help to tenants that cannot come up with the necessary funds to move in. Each not-profit-profit has very specific rules about qualifications as well as the types of situations that they can assist with.

## Shelter

Provides information, advice and advocacy to people with housing and rent/mortgage debt problems.

Tel: 0808 800 4444 (England)  
 Tel: 0345 075 5005 ((Wales/Cymru))  
 Tel: 028 9024 7752 (Northern Ireland)  
[www.shelter.org.uk](http://www.shelter.org.uk)

## Stonewall Housing

Specialist housing advice and support for lesbian, gay, bisexual and transgender people.

Tel: 020 7359 5767  
[www.stonewallhousing.org](http://www.stonewallhousing.org)

# Legal matters

## UNISON Legal Services

Contact is via UNISON Direct.

- As part of UNISON membership benefits, members are entitled to Employment law (accessed via your UNISON branch or regional office)
- Personal injury – at or away from work, on holiday or on the roads
- Serious injury at work – including brain injuries and spinal cord injuries
- Industrial disease or illness
- Basic will writing and reduced rates for more complex wills and conveyancing
- Defending work related criminal allegations
- Free initial legal advice on any non-employment issue from UNISON's lawyers. This service entitles you to receive up to 30-minutes of telephone advice.

Tel: 0800 0857 857

## Civil Legal Advice

Offers free, confidential and independent legal advice in England and Wales for people who are eligible for Legal Aid.

Tel: 0345 345 4345

[www.gov.uk/civil-legal-advice](http://www.gov.uk/civil-legal-advice)

## Disability Law Service

Disability Law Service provides specialist legal advice for disabled people, their families and carers on the following subjects:

- Community Care
- Disability Discrimination

Tel: 020 7791 98000207 791 9800

[www.dls.org.uk](http://www.dls.org.uk)

## Joint Council for the Welfare of Immigrants

Joint Council for the Welfare of Immigrants has a telephone helpline, specifically for members of UNISON. You will need to contact UNISON Direct first.

## Law Centres

Law Centres are staffed by solicitors and barristers who can provide free legal advice and representation on civil law cases including:

- employment
- housing
- discrimination
- welfare benefits
- education
- immigration

To find your nearest Law Centre in England, Wales and Northern Ireland: [www.lawcentres.org.uk](http://www.lawcentres.org.uk)

To find your nearest Law Centre in Scotland: [www.govanlc.com/salc](http://www.govanlc.com/salc)

## Law Works

Law Works is a charity working in England and Wales to connect volunteer lawyers with people in need of legal advice, who are not eligible for legal aid and cannot afford to pay.

[www.lawworks.org.uk](http://www.lawworks.org.uk)

## Press for Change

Provides legal advice and support to the trans community.

Tel: 0844 870 8165

[www.pfc.org.uk](http://www.pfc.org.uk)

## Release

Organisation providing free legal advice on drug issues, and a helpline.

Tel: 0845 4500 215  
[www.release.org.uk](http://www.release.org.uk)

## SFE (Solicitors for the Elderly)

Independent national organisation of lawyers who are committed to helping older and vulnerable people, as well as their families and carers.

Tel: 0844 567 6173  
[www.sfe.legal](http://www.sfe.legal)

# Mental health

## UNISON There for You

There for You has produced a Crisis Policy including a protocol for branch welfare officers on supporting members who may be expressing suicidal thoughts or feelings.

For urgent medical attention or urgent referral to psychological support:

Emergency services – 999

24-hour helpline for advice on urgent but non-life-threatening symptoms.

GP or Accident & Emergency department at nearest hospital.

- NHS 111 (England & Scotland)
- NHS 0845 46 47 (Wales)

## Aware

Provides support groups, helpline services and information for people affected by depression and bipolar disorder in Northern Ireland

Tel: 028 9035 7820

[www.aware-ni.org](http://www.aware-ni.org)

## Beat Eating Disorders

Beat is the UK's eating disorder charity. Beat are a champion, guide and friend to anyone affected by eating disorders, giving individuals experiencing an eating disorder and their loved ones a place where they feel listened to, supported and empowered.

Tel: 0808 801 0677

[www.beateatingdisorders.org.uk](http://www.beateatingdisorders.org.uk)

## Breathing Space

A confidential phone line in Scotland for anyone feeling low mood or depression or who is unusually worried. The Breathing Space phone line is available 24 hours at weekends and 6pm-2am on weekdays

Tel: 0800 83 85 87

[www.breathingspace.scot](http://www.breathingspace.scot)

## CALL (Community Advice and Listening Line)

Confidential support and information to people in Wales who are concerned about their mental health or that of a relative or friend.

Tel: 0800 132 737

[www.callhelpline.org.uk](http://www.callhelpline.org.uk)

## CALM (Campaign Against Living Miserably):

Advice and support for men who may be suicidal

Tel: 0800 58 58 58

[www.thecalmzone.net](http://www.thecalmzone.net)

## Combat Stress

Veteran's mental health provides support to veterans from every service and every conflict. On the phone, online, in the community and at treatment centres – helping to deal with issues like trauma, anxiety, depression and post-traumatic stress disorder.

Tel: 0800 138 1619

[www.combatstress.org.uk](http://www.combatstress.org.uk)

## Lifeline

Crisis response helpline service for people in Northern Ireland who are experiencing distress or despair.

Tel: 0808 808 8000

[www.lifelinehelpline.info](http://www.lifelinehelpline.info)

## Mental Health UK

Crisis response helpline service for people in Northern Ireland who are experiencing distress or despair.

Tel: either NHS 111 or Samaritans 116 123

[www.mentalhealth-uk.org](http://www.mentalhealth-uk.org)

## MIND

Information and support for different types of mental distress, where to get help and support for people in their own area.

Tel: 0300 123 3393

[www.mind.org.uk](http://www.mind.org.uk)

## Papyrus

Prevention of young suicide.

Tel: 0800 068 41 41

[www.papyrus-uk.org](http://www.papyrus-uk.org)

## Rethink

The Rethink Mental Illness Advice Service offers practical help on issues such as the Mental Health Act, community care, welfare benefits, debt, criminal justice and carers rights. They also offer general help on living with mental illness, medication, care and treatment.

Tel: 0300 5000 927

[www.rethink.org](http://www.rethink.org)

## Samaritans

Provides confidential, emotional support 24 hours a day, seven days a week, to those experiencing despair, distress or suicidal feelings.

Tel: 116 123

[www.samaritans.org](http://www.samaritans.org)

## SANE

SANE is a leading UK mental health charity improving quality of life for anyone affected by mental illness – including family friends and carers

Tel: 0300 304 7000

[www.sane.org.uk](http://www.sane.org.uk)

## Trans+

If you identify as Trans+ MIND has opened a new helpline for anyone feeling isolated, distressed or upset.

Tel: 0300 330 5468

## Young Minds

Leading the fight for a future where all young minds are supported and empowered, whatever the challenges. Ensuring young minds get the best possible mental health support and have the resilience to overcome life's difficulties.

Tel: Parents Helpline: 0808 802 5544

[www.youngminds.org.uk](http://www.youngminds.org.uk)

## Counselling and psychotherapy

Many larger employers have their own ‘Employee Assistance programmes’ – contact your employer’s HR department or look on employer’s intranet for details. It would usually be run by an outside provider and free and confidential.

## British Association for Behavioural and Cognitive Psychotherapies BABCP

Directory of accredited psychotherapists available online  
[www.babcp.com](http://www.babcp.com)

## British Association for Counselling and Psychotherapy BACP

See website for details of local practitioners.  
[www.bacp.co.uk](http://www.bacp.co.uk)

## British Psychological Society

For a directory of chartered psychologists  
[www.bps.org.uk](http://www.bps.org.uk)

## United Kingdom Council for Psychotherapy UKCP

Regional lists of psychotherapists  
[www.psychotherapy.org.uk](http://www.psychotherapy.org.uk)

# Money matters

## UNISON Debtline

For any UNISON member struggling or feeling overwhelmed by debt. Members can get back in charge by contacting UNISON Debtline our confidential debt advice service operated through our partners at Payplan. Advisers will talk you through possible solutions, give advice on budgeting and support you in taking action to reduce your debts.

They are also aware of the range of grants and other services that we can offer so will often refer members to us if they think we can help.

For immediate debt advice call  
0800 389 3302  
8am-9pm Monday to Friday  
9am-3pm Saturday  
[www.unison.org.uk/get-help/  
services-support/there-for-you/  
debtline-support](http://www.unison.org.uk/get-help/services-support/there-for-you/debtline-support)

## Carer's Allowance Unit

Carer's Allowance Unit provide information on Carer's Allowance and how to make a claim.

Tel: 0800 731 0297  
[www.gov.uk/carers-allowance-unit](http://www.gov.uk/carers-allowance-unit)

## Disability Benefits Centre

Government website providing information about claiming disability benefits.

Tel: 0800 121 4433  
[www.gov.uk/disability-benefits-  
helpline](http://www.gov.uk/disability-benefits-helpline)

## Equity Release Council

Trade association for providers of equity release schemes that comply with a code of conduct. Provides a list of members and free written information about equity release.

Tel: 0844 69 7085  
[www.equityreleasecouncil.com](http://www.equityreleasecouncil.com)

## Lighthouse

Lighthouse Financial Advice. All UNISON members are eligible for a complimentary financial review which can take place at home, over the phone or at work.

Tel: 08000 85 85 90  
[www.lighthousegroup.plc.uk](http://www.lighthousegroup.plc.uk)

## Money Advice Service

Gives impartial information about financial products and services and offers tips on everyday money management.

Tel: 0800 138 7777  
[www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)

## Money Matters – Scotland

Money Matters has adopted a holistic approach to dealing with advice issues including representation at Social Security and Disability appeal hearings. They also provide in-work benefits advice such as Tax Credit, Housing Benefit and Council Tax Benefit.

Tel: 0141 445 5221  
[www.moneymattersweb.co.uk](http://www.moneymattersweb.co.uk)

## Pension Service

Provides details of the State Pension, including pension statements and how to claim your pension.

Tel: 0800 731 7898  
[www.gov.uk/state-pension](http://www.gov.uk/state-pension)

## Tax Aid

TaxAid offers free, confidential advice on tax to those on low incomes.

Tel: 0345 120 3779  
[www.taxaid.org.uk](http://www.taxaid.org.uk)

## Tax Help for Older People

Offers independent advice from qualified tax advisers for people later in life on a low income

Tax Help for Older People is a service from the charity Tax Volunteers providing free, independent and expert help and advice for older people on lower incomes who cannot afford to pay for professional tax advice

Tel: 0845 601 3321  
[www.taxvol.org.uk](http://www.taxvol.org.uk)

## Turn2Us

Helps people access the money available to them through welfare benefits, charitable grants financial assistance from other sources.

Tel: 0808 802 2000  
[www.turn2us.org.uk](http://www.turn2us.org.uk)

# Social care

## Local Authorities

Local authorities (councils) are responsible for providing social care services for those who need and are eligible for them.

Tel: Will depend on where the member lives

## NHS information on social care

People who need care may have difficulty exerting their rights, getting the services they need and are entitled to, or simply knowing what's available. Information and advice are often a key part of any care assessment that your local authority undertakes. The information contained in the link below provides a broad overview.  
[www.nhs.uk/conditions/social-care-and-support/what-social-care-services-are-available](http://www.nhs.uk/conditions/social-care-and-support/what-social-care-services-are-available)

## Age UK

Publishes a range of resources on social care from information guides e.g. Advice for carers, Care home checklist, Caring for someone with dementia etc to factsheets

Tel: 0800 169 65 65  
[ageuk.org.uk/home-and-care](http://ageuk.org.uk/home-and-care)

## Carers Direct

The helpline offers confidential information and advice for carers.

Tel: 0300 123 1053 (England only)  
[nhs.uk/conditions/social-care-and-support/carers-direct-helpline](http://nhs.uk/conditions/social-care-and-support/carers-direct-helpline)

## Carers UK

Carers UK provides advice and information to carers via its adviceline.

Tel: 0808 808 7777  
[carersuk.org](http://carersuk.org)

## Centre for Independent Living NI

Promotes independent living for disabled people in Northern Ireland, and proves support with using direct payments

Tel: 028 9064 8546  
[cilni.org](http://cilni.org)

## Crossroads Caring for Carers NI

Offers practical help and assistance to carers in NI

Tel: 028 9181 4455  
[www.crossroadscare.co.uk](http://www.crossroadscare.co.uk)

## Disability Rights UK

Provides information on all aspects of direct payments and independent living.

Tel: 020 7250 8181 (gen enquiries)  
 Tel: 0300 555 1525 (personal budgets)  
[www.disabilityrightsuk.org](http://www.disabilityrightsuk.org)

## Relatives & Residents Association

Supports care home residents and their relatives

Tel: 020 7359 8136  
[www.relres.org](http://www.relres.org)

## Scope

National charity offering support, information and, advice to help disabled people have the same rights as everyone else.

Tel: 0808 800 3333  
[www.scope.org.uk](http://www.scope.org.uk)

## UK Homecare Association

Provides information on choosing care and find a home care agency.

Tel: 020 8661 8188  
[www.ukhca.co.uk](http://www.ukhca.co.uk)

## Work related grant making charities

There are many occupational benevolent funds that are linked to specific professions and service. The following selection of charities that those There for You works most closely with.

### Cavell Nurses Trust

Provides support for UK nurses, midwives and healthcare assistants, both working and retired, when they're suffering personal or financial hardship – often because of illness, disability, domestic abuse and the effects of older age.

Tel: 01527 595 999

[www.cavellnursestrust.co.uk](http://www.cavellnursestrust.co.uk)

### Charity for Civil Servants

Supports civil servants, past and present, when times are tough, listening without judgement and offering practical, financial, and emotional support.

Tel: 0800 056 2424

[www.foryoubuyou.org.uk](http://www.foryoubuyou.org.uk)

### Education Support Partnership

The UK's only charity providing mental health and wellbeing support services to all education staff and organisations.

Tel: 08000 562561

[www.educationsupportpartnership.org.uk](http://www.educationsupportpartnership.org.uk)

### Glasspool

Glasspool makes grants to individuals, there are no restrictions on the type of beneficiary that can be supported. They provide timely, small, one-off grants to individuals and families in need of financial support for everyday items to help them set up or remain in their home; improve their well-being and in some cases we provide grants to support training to enable applicants to take up an offer of employment.

Applications must come from referral agencies on behalf of individuals.

Tel: 020 3141 3161.

[www.glasspool.org.uk](http://www.glasspool.org.uk)

### Junius Morgan Benevolent Fund

Junius S. Morgan Benevolent Fund makes charitable grants to members of the nursing profession who are in hardship for a variety of reasons

Tel: 020 7399 0110

[www.juniusmorgan.org.uk](http://www.juniusmorgan.org.uk)

### Hospitality Action

Provides a variety of services to people in the hospitality industry including welfare grants and counselling.

Tel: 0203 004 5500

[www.hospitalityaction.org.uk](http://www.hospitalityaction.org.uk)

### Mary MacArthur Holiday Trust

The trust aims to help women with trade union membership connection some financial assistance towards holidays for women who are in need of a period of rest or holiday by reason of age, poverty, infirmity, disablement or social or economic circumstances

[www.mmht.org.uk](http://www.mmht.org.uk)

### Police charities

Several charities have been established to support the provision of convalescence, rehabilitation and welfare services for police officers and staff. The link below contains details of various organisations and the support they provide.

[www.policecharitiesuk.org/find-a-charity](http://www.policecharitiesuk.org/find-a-charity)

### Social Workers Benevolent Trust

Offers help to social workers experiencing financial difficulties because of sickness, bereavement, family difficulties, increasing frailty or sudden catastrophe.

Tel: 0121 622 3911

[www.basw.co.uk](http://www.basw.co.uk)

### SSAFA

UK Charity providing welfare & support for those serving in the armed forces, veterans and armed forces families

Tel: 0800731 4880

[www.ssafa.co.uk](http://www.ssafa.co.uk)

### TASC

Is the UK charity that supports current and retired Ambulance Services personnel and their families in their time of difficulty or urgent need.

Tel: 0800 1032999

[www.theasc.org.uk](http://www.theasc.org.uk)

### Turn2Us

Helps people access the money available to them through welfare benefits, charitable grants financial assistance from other sources.

Tel: 0808 802 2000

[www.turn2us.org.uk](http://www.turn2us.org.uk)

## Here you can record details of organisations in your area and the help they provide

Organisation:  Services provided:  Phone: Email: Website:	Organisation:  Services provided:  Phone: Email: Website:

There for You – supporting UNISON members when life gets tough

Tel: 020 7121 5620

[www.unison.org.uk/thereforyou](http://www.unison.org.uk/thereforyou)



There for You is the working name of UNISON Welfare, a registered charity supported by UNISON the trade union. Registered charity no.1023552/SCO38305